



Docket No.: 8827.012.00 US
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Shi-Yue QIU

Confirmation No.: 8093

Application No.: 09/902,094

Group Art Unit: 2123

Filed: July 11, 2001

Examiner: Mary C. Hogan

For: EARLY WARNING IN E-SERVICE
MANAGEMENT SYSTEMS

Customer No.: 30827

AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION

Mail Stop Amendment
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 3, 2004 (Paper No. 20041025), please amend the above identified U.S. Patent application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims, which begins on page 3 of this paper.

Remarks begin on page 10 of this paper.